



NAIVASHA TECHNICAL AND VOCATIONAL COLLEGE



CUSTOMER SERVICE DELIVERY CHARTER

We are committed to providing high quality service to our customers with dignity, professionalism and on a timely basis.

SERVICE RENDERED	CUSTOMER OBLIGATION	CHARGES	TIME LINE
- Ushering/Registration of visitors & vehicles	Cooperation	Free	Immediately
-Receiving visitors and attending to all enquires	Cooperation and courtesy	Free	Immediately
-Directing visitors to the right offices	Cooperation	Free	Immediately
-Response to telephone calls	Correct information	Free	By the fifth ring
-Receiving payment and issuing receipts	Cooperation	Free	5 minutes
-Payment for goods and services	Availing the necessary documents	Free	30-60 days and as per contract requirements
-Admission and registration of trainees	-Formal application -Original academic documents -Admission letter -Filled registration documents	Free	-As per advertisement -Registration done on first day of reporting between 8:00 a.m. and 5:00 p.m. -Registration closes at the end of the Second week.
Training and learning	-Payment of fees -Attendance of classes -Adherence to rules and regulations	As per the course requirements	Continuous as per the scheduled timetables
Use of the library and resource centre	-Bona fide student/staff -Identification document	Fully paid fees	Monday-Friday : 9:00 a.m. -5:00 p.m.
Guidance and counseling	Bona fide student	Free	Continuous
Administration of internal and external examinations	- Submission of registration documents -Meet examination requirements	-Fully paid fees -As per the examination body	Two weeks before the deadline
Issuing exam results: 1. Internal 2. External	Meet relevant requirements	Free	-2 weeks after the exam time -Immediately on receipt from Examination body
Issue of certificates	Evidence of clearance from institution	Free	5 minutes
Administration and liaison with stakeholder	Cooperation	Free	The office remains open to prompt response from 8:00 am -5:00 p.m. on working days
Response to correspondence e-mail, letters	Formal request	Free	-Promptly for routine correspondence -As per deadline -30 days for issue requiring response from BOG
Response to complaints	Formal complaint	Free	Within Seven days of receipt of complaint

For any service that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence to Service Delivery should be reported to:

The Principal P.O. Box 574 – 20117, NAIVASHA or call us on 0740429247 or Email principalnaivashatechnical@gmail.com
Website: www.ntvc.ac.ke

Or

The Secretary/Chief Executive Officer
Commission for Administrative Justice (CAJ) West End Towers, 2nd Floor, Waiyaki Way
P.O. Box 20414-00200 Nairobi Tel+2270000 Fax: +254 20 2302666
Email: info@ombudsman.go.ke website: www.ombudsman.go.ke

HUDUMA BORA SI BAHATI YAKO HUDUMA BORA NI HAKI YAKO
Kenya Vision 2030 Flagship Project